



Amtrak Fact Sheet Fiscal Year 2021 State of Arkansas

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated two trains per day in Arkansas, as part of the following routes:

- **Long Distance**
Texas Eagle (daily Chicago-St. Louis-Little Rock-Dallas-San Antonio with thrice weekly through car service on the *Sunset Limited* to Los Angeles)

Stations Served

During FY 2021, Amtrak served the following locations in Arkansas.

City (Code)	Ridership
Arkadelphia (ARK)	587
Hope (HOP)	779
Little Rock (LRK)	8,439
Malvern (MVN)	878
Texarkana (TXA)	3,135
Walnut Ridge (WNR)	1,565
Total Arkansas Station Usage:	15,383

Amtrak maintains the Great American Stations website (<https://www.greatamericanstations.com/>), which includes detailed profiles of every Amtrak station. Information available includes a brief history of each station, a review of what organization or organizations are responsible for the various portions of each facility, a list of routes serving each station, contact information for the appropriate Amtrak representative for that station, and relevant local community links.

Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads to operate routes using tracks that Amtrak does not own or control. Host railroads are statutorily required to provide Amtrak trains “preference” over freight transportation. However, on time performance on most host railroads is poor and continues to decline largely due to hosts ignoring their statutory responsibilities.

Listed below are the Amtrak services that operate in Arkansas with each service’s host railroads and customer on-time performance (OTP) in FY 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	52.0%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within ten minutes of the schedule and the margin is 15 minutes for all other trains. Thus, if a train is 16 minutes late to its final stop, and all its riders are headed for that stop, then even if the train is on time at every intermediate stop, customer OTP would be 0%, reflecting the passengers’ experience.

Amtrak Guest Rewards

At the end of FY 2021, there were approximately 13.5 million members of Amtrak Guest Rewards (AGR), with 21,101 members listing an address in Arkansas. This is a 5.8% increase from FY 2020. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2021, Amtrak procured goods and services worth \$2.63 billion, and more than 99% of that figure was sourced from firms headquartered domestically. In Arkansas, Amtrak spent \$107,147.

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 26 Arkansas residents. Total FY 2021 wages were \$1.54 billion, of which Arkansas residents earned \$2,876,205.

Additional Information

Bipartisan Infrastructure Law

Enacted in November 2021, the Infrastructure Investment and Jobs Act (IIJA), or “Bipartisan Infrastructure Law,” provides \$66 billion in guaranteed funding for intercity passenger and freight rail over the next five years. That includes \$22 billion in dedicated Amtrak funding – for fleet modernization, state-of-good-repair work, and other specified project types – and another \$44 billion for FRA-administered grants. This historic federal investment will rebuild crumbling infrastructure, improve accessibility onboard and at our stations, enable overdue service expansions, and transform U.S. passenger rail service.

Amtrak Connects US

In 2021, Amtrak released the Amtrak Connects US vision for growing America’s passenger rail system and meeting the needs of both fast-growing metro areas and other underserved communities. Our vision proposed 39 new routes, 25 enhanced routes, and 160 new stops to serve 20 million new riders across the United States. Since then, the Federal Railroad Administration has launched the Corridor Identification & Development Program to establish a pipeline of intercity passenger rail projects ready for federal investment and technical assistance.

Importantly, the Amtrak Connects US vision was only a starting point. Amtrak is ready to work with States and other eligible entities to begin or expand service anywhere – regardless of whether the route was included in the vision.

Station Improvements

The Americans with Disabilities Act of 1990 (ADA) requires that stations in the intercity rail transportation system be made readily accessible to and usable by individuals with disabilities. In response, Amtrak developed an ADA Stations Program (the Program) to bring the stations it serves (and for which it has ADA responsibility) into compliance with ADA requirements and to provide the best possible service to passengers with disabilities in the shortest timeframe and most integrated and efficient way possible.

Amtrak has completed assessments on the **Arkadelphia** station to determine the extent of accessibility deficiencies. The design phase for Arkadelphia is about 90% complete. Results of the assessment document ADA noncompliance and accessibility deficiencies and will be used in future project phases

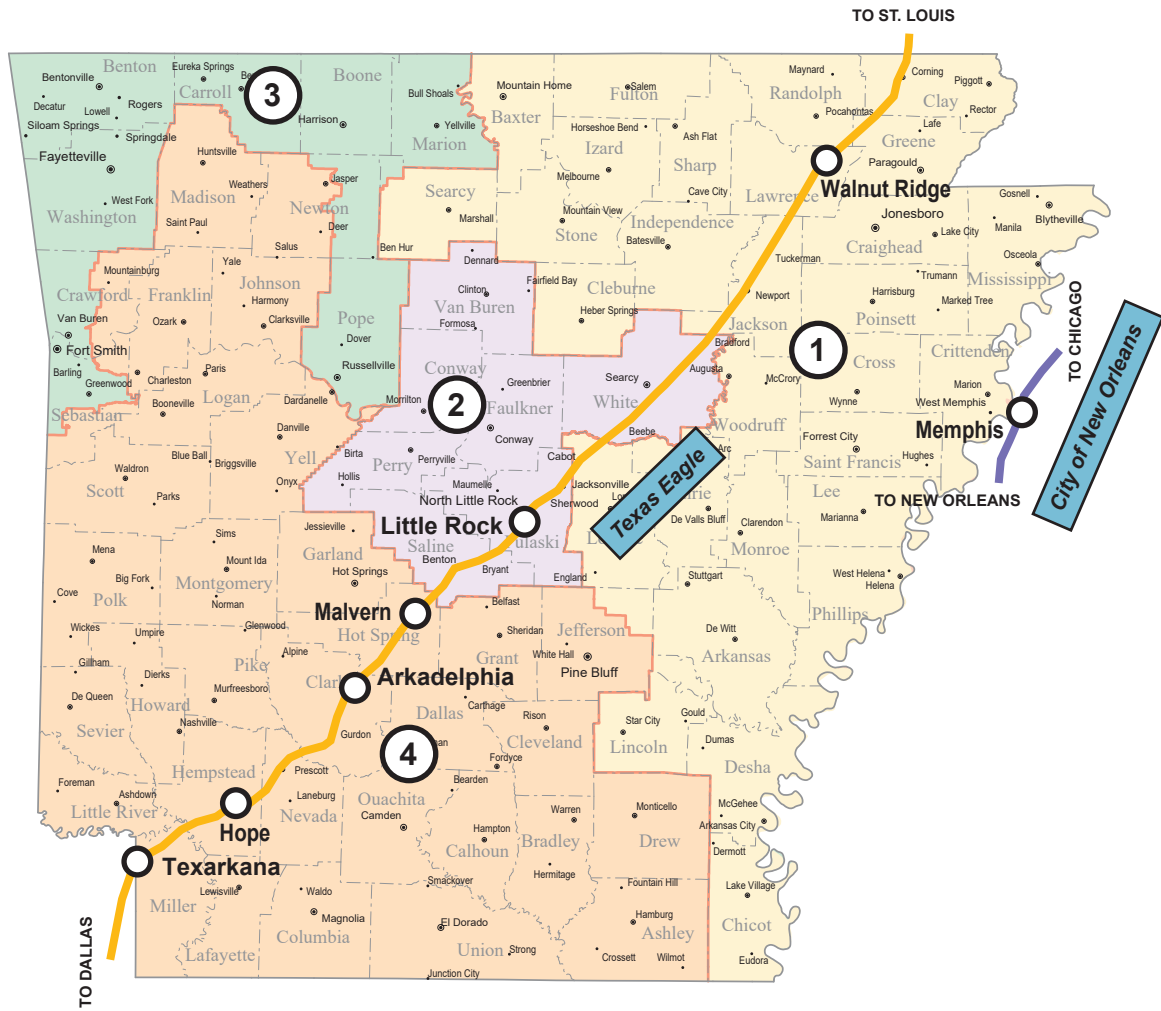
to develop scopes of work for design documents and construction projects to bring the stations into compliance.

Additionally, **Walnut Ridge** is in the design phase. **Texarkana's** design is almost complete, and Amtrak is in negotiations with the city to create a project that supports their redevelopment vision for the historic Union Station.

Little Rock: Amtrak plans to modify the station to ensure ADA compliance in FY 2023. This will include providing an accessible route from the public right of way to the platform and parking area, providing ADA-compliant parking spaces with painted striping, signage, and bollards, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs and ADA-required signage for parking.

Malvern: Amtrak plans to modify the station to ensure ADA compliance in FY 2023. This will include providing an accessible route from the public right of way to the platform, station, and parking area, providing ADA-compliant parking spaces with painted striping, signage, and bollards, constructing a new platform with associated ramps, stairs, railings, and signage, modifying station entrances and restrooms to meet ADA requirements, and providing platform city identifier signs and ADA-required signage for the station and parking area.

AMTRAK ROUTES IN ARKANSAS



TRACK OWNERSHIP			
—	Amtrak	—	NS
—	UP	—	CP
—	BNSF	—	CN
—	CSX	—	Other

① Congressional District